EXCEPTION REPORT #5

KPMG Consulting observed several instances where Verizon's systems prevented orders submitted via EDI from flowing through in accordance with Verizon documentation.[1]

Issue

KPMG Consulting compared the expected flow through level of orders with reports provided by Verizon that show the actual flow through level of those same orders. The following table lists a sample of PONs for orders that KPMG Consulting expected to flow through at level 5 but did not according to Verizon's flow through indicators.

Issue	PON	VER	Order Sent	Order Confirmed	Scenario
1	017071NN0X000002	AA	09/21/00 11:55	09/21/00 14:41	UNE-P disconnect
2	079011NN0X000005	AA	09/25/00 14:02	09/26/00 11:10	Migrate from Resale to UNE-L without number portability. Submit DL
3	016091NN0X000001	AA	09/18/00 14:36	09/19/00 13:56	UNE-P suspend
4	022011NN0X000006	AA	9/26/00 12:20	09/27 11:57	Migration "as is" from Resale to Platform
5	017011NN0X000001	AA	09/19/00 13:42	09/19/00 17:39	Resale Post Migration Delete Account
6	070041NN0X000004	AA	09/28/00 9:47	9/28/00 15:14	Migration 11 lines to UNE-Analog loop w/changes to CLEC TN

Verizon stated that these PONs did not flow through at level 5 due to various system related issues.

Assessment

Inaccurate or incomplete flow through processing due to system related issues may impede a CLEC's ability to anticipate the confirmation of service orders.

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[1] Documents include: *Flow Through Ordering Scenarios Documents* (August 17, 2000 & October 3, 2000), *Resale USOC In-Scope Document* (June 17, 2000), and *Platform USOC In-Scope Document* (July 18, 2000)